

Public Safety, Arizona Department of

Description

The Arizona Department of Public Safety enforces state law with primary responsibility in the areas of motor vehicle traffic, narcotics, organized crime/racketeering, liquor, and specific regulatory functions. Operational and technical assistance is provided to local and state government agencies and other components of the criminal justice community. Services include scientific analysis, aircraft support, emergency first care, criminal information systems, and statewide communications. The Department also promotes and enhances the quality of public safety through cooperative enforcement operations and by increasing public awareness of criminal activities.

IT Vision

To design, improve, and maintain automated systems and communications and to provide the agency and Criminal Justice community users with the most effective, cost efficient and current capabilities available within Criminal Justice and Intelligence networks. These enhancements, for the end-user, extend the networks by assessing and evaluating current technologies for ease of operations.

IT Mission

To provide information services to internal and external DPS customers in support of public safety and to improve Department efficiency through automation and the application of new technology.

Goal 1

To improve support to DPS, criminal justice agencies, licensing agencies and the general public.

Objective 1

Develop a Business Continuity / Disaster Recovery capability for the State Data Centers at ADOA, DES and DPS.

Current Situation

The three data centers ADOA, DES, and DPS with GITA are developing plans for establishing a recovery system so centers can resume services using state owned facilities in the event of a failure.

Performance Measures

- 1 Develop a joint proposal for Business Continuity / Disaster Recovery with the other State Data Centers at ADOA and DES by October 2003.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			1	1	1

- 2 Identify and evaluate the hardware, software and communications facilities needed to provide state owned and operated IT Disaster Recovery capability. Produce a Project Investment Justification (PIJ) and a Critical Budget Issue for submission to funding sources by November 2003.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			1	1	1

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- 3 Obtain approval of the Project Investment Justification from the Government Information Technology Agency (GITA) and the Information Technology Advisory Council (ITAC) by

December 2003.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			1	1	1

- 4 Obtain adequate funding for implementation of the Business Continuity / Disaster Recovery project no later than Fiscal Year 2005.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			0	1	1

- 5 Install the necessary hardware, software, communications and consulting services for implementation of the Business Continuity / Disaster Recovery facilities for state owned and operated recovery no later than the end of Fiscal Year 2006.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			0	0	1

Objective 2

Upgrade central site computing power and storage capacity to meet user requirements.

Current Situation

An IBM z800 processor was installed in FY 2002. Additional processing power and capacity for storage will need to be addressed each fiscal year to keep up with growth.

Performance Measures

- 1 Measure is number of upgrades each fiscal year. An OSA adapter was initialized and some DASD was upgraded in FY 2003.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	1	2	1	1	1

Objective 3

Purchase site licenses. Complete a review of the annual cost for software by July 2002.

Current Situation

Continue to work with GITA on Microsoft and other licensing options. Legislative appropriation for funding would greatly enhance the Agency's ability to complete this objective as current funding does not support such licensing.

Performance Measures

- 1 Reduce Individual Package Purchases by enrolling in the Microsoft Enterprise contract as negotiated by GITA. The measure is our initial estimates on annual cost in thousands of dollars. This project has not been funded for FY 2003 or FY 2004.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	446	0	0	460	460

Objective 4

Enhance name search capabilities in the Arizona Criminal History System.

Current Situation

Software install complete.

Performance Measures

- 1 Shorter search result lists are expected by the applications using it. Measure is the number of programs using the new algorithms. There are a total of 37 programs affected by this change.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Quality	15	0	37	37	37

Objective 5

Expand tracking software use throughout the Information System Services Section so all trouble calls are in a central repository.

Current Situation

Help desk software is currently only tracking personal computer service calls.

Performance Measures

- 1 Log all calls through a single help desk. Measure is a percent of all calls now going to a single number, as opposed to actual locations and type of calls for service.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	85	40	100	100	100

Objective 6

Implement a 3 year cycle for personal computer replacement

Current Situation

Currently unfunded. Computers requiring replacement have been identified.

Performance Measures

- 1 Number of PC's to be replaced each Fiscal Year

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	0	150	600	600	600

Objective 7

By June 30, 2006 Implement new IT Architecture that will enhance information sharing within DPS and with external agencies.

Current Situation

Consultants completed assessment of effort and estimate to convert all current mainframe systems to DB2. Additional funding is required for their conversion tools/services

Performance Measures

- 1 Percent of new TCP/IP protocol replacing analog communications protocol. Measure is percent of conversion.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Output	50	25	50	75	100

- 2 Mainframe systems converted to DB2 relational data base from ADABAS. Measure is number of systems out of 86 total

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Output	0	0	0	43	86

- 3 ADABAS files migrated to DB2. out of a total of 140. As of FY 2003 none have been converted.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Output	35	0	0	70	140

- 4 Implement print server for IP printing. Measure is number of printers supported.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	60	0	40	80	125

- 5 Browser enable two legacy systems. Measure is number enabled.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	2	0	2	2	2

Objective 8

Add data to the DPS Internet web-site home page, to disseminate information to customers, exchange laws and administrative rules with other states and regulatory agencies to increase awareness of the Concealed Weapons, Handgun Clearance and licensing processes.

Current Situation

The new Webmaster has recently redesigned the DPS website to meet GITA standards and allow DPS sections to update their web content without assistance

Performance Measures

- 1 DPS Sections that can update their own data on the web sites. In 2002 only the Sex Offender Unit and Human Resources can do this. Measure is # of sections that can update their data without technical assistance.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	4	6	10	14	18

Objective 9

Redesign application systems that should be replaced to meet current user/business needs

Current Situation

The applications have been identified for upgrade. Funding will be required to implement. New custom developed applications are being coded to replace these applications.

Performance Measures

- 1 Redesign and program applications that are outdated. Measure is the number of applications replaced each fiscal year.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	1	0	7	3	1

Objective 10

Enable electronic disposition posting to the Central State Repository with additional agencies each fiscal year.

Current Situation

Maricopa County Attorney's office, Maricopa county Clerk of the Court and the Coconino County Attorney's office have developed interfaces. As courts start using Arizona Supreme Court's AZTEC software to process court information the number of agencies capable of submitting disposition data electronically will increase significantly.

Performance Measures

- 1 Number of agencies submitting electronically by Fiscal Year.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	4	6	50	75	100

- 2 While the agency count is high in performance measure #1 it is composed of small courts. This measure shows the percent of dispositions, of the overall state total, submitted electronically to DPS.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			10	13	20

Objective 11

End-user query and reporting tool which can be used in a distributed environment to access mainframe data.

Current Situation

Several commercial software tools are being evaluated

Performance Measures

- 1 Target for implementation is FY 2004. A Fiscal planning Issue will be submitted if internal funds are not available at that time. Measure is number of ad hoc tools available.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	0	0	1	1	1

Objective 12

Assist the Administrative Office of the Courts (AOC) in developing a state registry for Protection Orders which will pass court entered data via the ACJIS Network to the Sherriff's Offices and Police Departments which act as Holders of Record for ACIC and NCIC

Current Situation

Protection Orders are entered via the ACJIS Network by Sherrif's Offices and Police Departments into programs at the Department of Public Safety (DPS) which edits and formats them prior to sending them to NCIC.

Performance Measures

- 1 Provide access to the court Protection Orders through the ACJIS network by December 2003. Measure is completion in fiscal year 2004.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	0	0	1	1	1

Objective 13

Carrying Concealed Weapons(CCW) Permit Unit queries. Provide the capability to inquire into other states files to confirm that a permit holder is currently authorized.

Current Situation

Criminal justice agencies have no way to confirm that an out-of-state permit is valid. The National Law Enforcement Telecommunications Network (NLETS) has adopted the Arizona inquiry format with minor modifications as the national model for all states which have a CCW permit. As of July 2003, only Florida has become a participant

Performance Measures

- 1 Develop a transaction for inquiry into other participating states files to confirm validity of CCW permits by October 2004. Measure is completion year.

Status On Hold

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome					

Objective 14

Convert the Uniform Crime Reporting system from a summary to detail Incident Based Reporting System.

Current Situation

The selected vendor is customizing their web application to be the Arizona Incident Based Reporting System and State Repository. Phoenix PD and Yavapai County plan to provide detail based incidents in FY 2004.

Performance Measures

- 1 Convert all agencies to the National Incident Based Reporting System by 2008. Pilot with Phoenix PD and Yavapai County the first year. Others to follow. Measure is number of agencies submitting NIBRS data each fiscal year. Success of statewide implementation depends on agencies implementing NIBRS data in their computer systems to forward to DPS. Their own funds will be required to do this.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	2	0	5	15	21

Objective 15

Implement the Sex Crimes Network to accept Serial Crimes Reports from other agencies. This system will allow entry from DPS and other agency Serial Crime Reports. The system will also generate hits from the data base for other agencies.

Current Situation

The first fully signed MOU for outside agencies is now in place. ASU PD will be the first outside agency to connect to the database when they receive the software disc from FBI. Fourteen MOU's that have been signed by other agencies are awaiting DPS approval.

Data entry began in August 2003 to build the data base and the grant has been extended to December 2003.

Performance Measures

- 1 Serial Crime Reports received from other agencies

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	300	0	100	300	300

- 2 Total Serial Crime Reports entered into the system from all sources.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	500	0	500	1,000	1,500

- 3 Hits provided to other agencies

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	300	0	50	100	300

Objective 16

Program NCIC 2000 changes for new formats and applications.

Current Situation

All text based NCIC 2000 changes are completed. The only performance measure yet to complete is on-line validations.

Performance Measures

- 1 On line validations and batch transfer. Measure is validations in FY 2004 Batch transfer in FY 2004

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	0	0	1	0	0

Objective 17

Replace analog 'dumb' terminals with personal computers

Current Situation

'Dumb' terminals cannot process images from NCIC 2000, since they are limited to displaying numeric information only.

Performance Measures

- 1 Percent of termnals replaced by fiscal year.

Status Un-Funded

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	40	45	60	80	100

Objective 18

Support Image processing between NCIC,DPS and ACJIS agencies

Current Situation

IP connectivity has been established to the FBI test system.

Performance Measures

- 1 Establish IP connectivity to the FBI test system

Status Complete

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome		1	1	1	1

- 2 Determine method for image transfer on the ACJIS Network by 3/31/2004

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome		0	1	1	1

- 3 Assess impact on ACJIS applications by 6/30/2004

Status On Hold

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			1	1	1

- 4 Develop an implementation plan for image transfers to ACJIS agencies by 9/30/2004

Status On Hold

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome			0	1	1

- 5 Modify ACJIS transactions for image transfers by 12/30/2004

Status On Hold

	Target 03	Actual 03	FY 04	FY 05	FY 06
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Category: Outcome					
			0	1	1
6	Implement image transfers on ACJIS Network by 2/28/2005				
Status	In Process				
		Target 03	Actual 03	FY 04	FY 05
	Category: Outcome				FY 06
			0	1	1

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7	Determine design for browser image application for direct connect ACJIS agencies and image storage at DPS by 3/31/2005				
Status	In Process				
		Target 03	Actual 03	FY 04	FY 05
	Category: Outcome				FY 06
			0	1	1
8	Develop browser image application by 9/30/2005				
Status	In Process				
		Target 03	Actual 03	FY 04	FY 05
	Category: Output				FY 06
			0	0	1
9	Test and implement browser image applicaiton for direct connect ACJIS agencies by 10/31/2005				
Status	In Process				
		Target 03	Actual 03	FY 04	FY 05
	Category: Outcome				FY 06
			0	0	1

Objective 19

Maintain computer systems availability now at 99.7%

Current Situation

Maintaining the 99.7 goal. A new IBM z800 mainframe was installed in FY 2002. Funding was made available through the Arizona Criminal Justice Commission.

Performance Measures

1	Maintain availability at 99.7 Measure shows 100% as the GITA program will not take decimals. So consider the measure as reaching our objective 100%				
Status	In Process				
		Target 03	Actual 03	FY 04	FY 05
	Category: Quality				FY 06
		100	100	100	100

Goal 2

To improve Department efficiency through automation and the application of new technology.

Objective 1

Install Lotus Notes Email and Electronic document management software throughout the agency

Current Situation

Five of ten District offices are converted. Prescott and Flagstaff were installed in FY 2002. The Yuma District office was converted in FY 2003.

Performance Measures

1	Have all 10 district offices using Lotus Notes by June 2005.				
Status	In Process				
		Target 03	Actual 03	FY 04	FY 05
	Category: Outcome				FY 06
		10	5	10	10

Objective 2

Statewide gang analytical database with electronic exchange of data with major law enforcement agencies in Arizona and have ten agencies participating in FY 2004.

Current Situation

Central data base established. Working on providing access to law enforcement agencies.

Performance Measures

- 1 Eight agencies now participating. Additional agencies are modifying their data formats so they can participate. The larger agencies are now contributing.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	10	8	10	10	10

Objective 3

Access and utilization of MVD photo retrieval by October 30, 2001. Requirement includes increased access to the image system by making it available to Criminal Investigations personnel.

Current Situation

Access to MVD photos was implemented on schedule in October. Additional agencies are now being added.

This application has become a favorite for the criminal justice community users. ACJC awarded this application the 'Technology Innovation for 2002'.

Performance Measures

- 1 Measure is number of devices with access.
This application was awarded the ACJC Technology Innovation award for 2002.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	300	230	300	400	600

Objective 4

Remove all COAX by June 2003, (in the main compound) and replace it with CAT5, 10/100 Base T wiring.

Current Situation

One area still needs to be converted, the Armory

Performance Measures

- 1 Coax problems effect everyone on that circuit. Removal of coax will reduce the number of service calls for the agency. Measure is the number of coax lines converted.

Status In Process

	Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome	3	2	1	0	0

Objective 5

Install a Computer Aided Dispatch System.

Current Situation

Vendor awarded contract to install a CAD System. Plan to install Phoenix and Tucson in FY 2004. Flagstaff installation pending additional funding.

Performance Measures

- 1 Have dispatch system installed in Phoenix and Tucson in FY 2004 and Flagstaff in FY 2005. Measure is total number of installations.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome	2	0	2	3	3

Objective 6

By June 30, 2003, utilize technology and existing data to expand and streamline enforcement efforts throughout the state for the Commercial vehicle Safety units.

Current Situation

Goal #1 equipping 62 officers has been completed.

Goal #2 is on schedule and has been expanded.

Goal #3 We have been unable to find a satisfactory reader but we are testing a field unit now.

Goal #4 Is an initiative to deploy wireless, is in the beginning stages of research.

Performance Measures

- 1 Expand to 65 officers transmitting inspections using SAFER via modem in FY 2004

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome	55	65	65	65	65

- 2 Expand the ASPEN network by 4 law enforcement agencies.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome	2	3	6	6	6

- 3 Expand the use of barcode readers for the capture of driver's license and carrier information to 62 in 2004. We have been unable to find a satisfactory reader but we are field testing one now.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome	55	0	62	62	62

- 4 Utilize wireless technology for field officers.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome			4	62	62

Objective 7

Automate citations issued by the Highway Patrol by evaluating the National Model obtained from Iowa.

Current Situation

Iowa's national model was evaluated by the Highway Patrol and deemed unacceptable. Highway Patrol is evaluating several other field reporting applications for citations and other agency report forms.

Performance Measures

1	Complete evaluation of field reporting applications.	Status	In Process					
				Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Outcome			1	0	1	1	1
2	Pilot the proposed system using RAD approach. Complete the pilot in FY 2004.	Status	Un-Funded					
				Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Outcome			0	0	1	1	1
3	Complete field reporting system and turn over to production in FY 2005.	Status	Un-Funded					
				Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Outcome			0	0	0	1	1

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Objective 8

Mobile data computer (MDC) system to replace obsolete analog microwave system.

Current Situation

Current system is outdated and no longer supported.

Requests for funding will continue to be submitted to the Legislature.

Performance Measures

- Procure and begin installation after funding appropriated by the Legislature (FY 2003-2004.) Measure is implementation in two areas in FY 2004, Phoenix and Tucson metro areas. Two additional areas completed in FY 2005 and in all 16 districts encompassing the State by the end of FY 2006.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome		0	0	2	4	16

Objective 9

Delivery of scientific reports to county attorneys and officers and maximize evidence control at all times by instituting a state-of-the-art, automated Laboratory Information and Management System (LIMS).

Current Situation

Enhancements completed and new LIMS system is installed at each laboratory. Communication lines connect each to headquarters in Phoenix. On-line receipt of lab analysis is currently available.

Performance Measures

- Completed LIMS upgrades and procedures for on-line reporting of Laboratory Examination Reports. Measure is percent of laboratory cases generating automated reports.

Status	Complete					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category: Outcome		75	100	100	100	100
2	Maintain LIMS system availability at 98%. Measure is percent availability each fiscal year.					
	Status	In Process				
		Target 03	Actual 03	FY 04	FY 05	FY 06
	Category: Outcome					
		98	98	98	98	98

Objective 10

AZAFIS average system reliability, excluding scheduled downtime is maintained at no less than 98 percent, in compliance with Arizona Automated Fingerprint Identification System contract specifications during FY2002,FY2003 and FY2004,

Current Situation

Currently maintaining this standard.

Performance Measures

- 1 Average system availability, excluding scheduled downtime maintained at 98%. Measure is % of uptime

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome	98	98	98	98	98

Objective 11

Criminal Investigations Case Management System development. A Decision Package has been submitted and approved. Completion is scheduled for FY 2004.

Current Situation

A pilot system is being tested. Programs were obtained from another state and modified to meet DPS data standards and other requirements.

Performance Measures

- 1 Installation of the system in FY 2004. Measure is number of systems installed. Only one is required.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome	1	0	1	1	1

Objective 12

Statewide digital microwave system upgrade.

Current Situation

The in-house design has been completed. A plan will now be developed with the assistance of a consultant. A Fiscal Planning Issue will be prepared for the next two year budget cycle to be presented to the Legislature. Measure shows the plan will be completed in FY 2004. A new goal for development and installation will be created at that time.

Performance Measures

- 1 Plan to be completed by end of FY 2004. Measure shows year of completion.

Status	In Process					
		Target 03	Actual 03	FY 04	FY 05	FY 06
Category:	Outcome	0	0	2,004	0	0

